THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Sir, a total of 36 telephone connections were allotted in Shahadara Telephone Exchange. Details are given in Annexure. (*See* Appendix 173, Annexure No. 31]

(b) No, Sir. Only one OB No. 112288233 dated 14-3-94 was returned without compliance on subscriber request.

(c) and (d) Does not arise in view of the reply to (b) above

PCOs in Delhi

1224. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of PCOs functioning in Delhi at present;

(b) what is the criteria followed for installation of PCOs:

(c) what are the reasons that sufficient PCOs are not installed on the roadsides in the capital region;

(d) whether it is a fact that some of the PCOs, particularly outside Delhi Gate Telephone Exchange, are locktd at night thus, preventing the telephone users from making telephone calls in emergency; and

(e) what steps Government are contemplating to ensure availability of sufficient PCOs?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): There are 2538 STD/ISD, PCOs and 17798 LOCAL PCOs working in Delhi as on 31-1-95.

(b) The criteria followed for sanction/installation of STD/ISD, PCOs. Local PCOs is at Statement (*See* below).

(c) Highways and other important roads falling within the jurisdiction of MTNL, Delhi are reasonably covered by network of payphones.

(d) No, Sir. However franchised PCOs have their specific hours of working beyond which they remain closed.

(e) Though Delhi has already achieved the 8th plan target of having 1 PCO for every 500 persons, provision of additional PCOs is a major thrust area. The number of PCOs planned for 1994-95 is 3000.

Statement

CRITERIA FOR SANCTION/INSTALLATION OF STD/PCOs

1. *Eligibility*

Only educated unemployed persons are eligible to apply for allotment of STD PCOs. They should produce an unemployment certificate from their local MPs/MLAs/Revenue authorities of the rank of Tehsildar and above/employment officer/Chairman or Member of Zila Parishad/Municipal Councillor/Panchayat of Village Pradhan or Secretaries of recognised Social Organisations like Rotary Club/Lions Club etc. who have jurisdiction over the locality where the applicant resides. The educational qualifications for the applicants are:—

(i) *for rural areas:* 8th or middle school pass and above.

(ii) *for urban areas:* atleast matriculate or High School and above.

Application is to be submitted in the prescribed performa enclosing the unemployment certificate and agreeing to the terms and conditions prescribed by the Department of Telecom for the operation of STD. PCOs.

2. *Selection of bonafide persons*:

A committee with a composition as given below will select the applicants

for allotment of STD PCOs after proper scrutiny and varification of bonafides. As a check against possible frauds, photocopy of the unemployment certificate may be sent by registered letter to the issuing authority with a covering letter requesting for getting it verified. The committee will allot the available number of PCOs giving preferenec to following categories of persons:

(a) Handicapped including blind persons

(b) SC/ST applicants

(c) Ex-servicemen|War Widows

(d) Retired DOT Employees or their dependents

(e) Freedom Fighters or their dependants

(f) Charitable Institutions|Hospitals.

The committee will be fully authorised to allot STD, PCOs and also decided the location of the new PCOs.

COMPOSITION OF COMMITTEE

(a) The committee for allotment of the new STD payphones would consist as under

(i) Head of SSA Chairman.

(ii) An officer from the Finance Chairman and Accounts Wing of the Department working under SSA Head such as AO|CAO etc. Member.

(iii) Three non-official members would be nominated by the Ministry for a tenure period of two years.

3. *Procedure of allotment*

The committee will meet atleast once every month depending on the amount of work relating to allotment of STD, PCO to scrutinise and select the applications from the eligible persons for STD, PCO allotment.

4. *Loan facility to STD, PCO allottees*

SSA Head will issue a certificate of allotment of STD, PCO to the allottee to enable him to seek loan etc. from scheduled bank. SSA Head will also provide all assistance in this regard.

5. *Extent of provision*

Upto 5 per cent capacity of the exchange lines is to be reserved for allotment of PCOs (STD and Local).

6. *Type of Exchange to which STD, PCOs should be parented*

STD,PCOs should normally be parented to an Electronic Exchange only. In a place which is served by electro mechanical exchanges, a new 128p C-DOT electronic exchange or an electronic exchange of a higher capacity with 16KHz home metering capacity can be opened and all STD payphones may be parented to this electronic exchange. The call loggers working with these STD PCOs should be operated on 16 KHz cycle pulse from the parented electronic exchange.

7. *General conditions*

(i) One applicant should be provided with only one STD Payphone. However, the existing bulk fran Chisees will continue to operate as per terms and conditions of their existing agreement.

(ii) All STD Payphones should be so installed that they face public road/land to allow free access to public.

(iii) The opening hours of such public telephone would be atleast from 6.00 a.m. to 10.00 p.m.

(iv) Terminal equipment used by the allottee should be interface approved and they should not be programmable locally. Simple can loggers|Charge indicators manufactured by Hindustan Teleprinters Ltd. or other manufacturers which are interface approved by the department should be used. Use of stop watch will not be permitted.

(v) The allottee of STD PCO will be entitled to 20 per cent call unit up to 10,000 call units, 15 paise per call unit in the range of 10,000 to 20,000 call units and 10 paise per call unit beyond 20,000 call units as commission for the total number of call units made over a period of one month.

(vi) The security deposit can also be deposited in cash in one instalment or be in the form of a Bank Guarantee.

(vii) Rates of pulses should bt displayed prominently by the allottee of STD PCOs a for all important stations in the country and all stations within 200 kms.

(viii) The applicants have to apply in the prescribed form for the allotment of STD PCOs.

(ix) The applicant should sign an agreement in the prescribed form with the Telecom. Authority when an STD PCO is allotted to him.

(x) Incoming call facility will be allowed on all STD PCOs.

(xi) Shifting of STD PCOs within the local areas is permitted normal shifting charges applicable to DEL will be levied.

(xii) Periodical surprise checks should be done to see that the allottee allottee charges customers as per the guidelines given by Department of Telecome.

(xiii) Guidelines for applying for PTS and rural governing them should be published in the commercial information pages of the telephone directory.

(xiv) Periodical advertisements may be inserted in local newspapers, when sufficient number of applicants are not forthcoming.

II. *RURAL*

Apart from the general conditions the following guidelines have to be followed in respect of rurals STD PCO operation. The rural STD PCO is defined for this purpose as one working in an exchange system which has a total capacity of 512 lines and less;

1. A minimum guaranteed revenue per PCO per month in the case of rural STD PCOs is fixed as Rs. 100/-.

2. A security deposit of Rs. 600/- based on six months guaranteed revenue or monthly average revenue whichever is higher has to be deposited by the allottee off the STD rural PCO. This average revenue is calculated on the basis of the revenue of the previous six months.

3. Weekly billing cycle would be followed for recovery of STD PCO charges.

III. *Non-rural (Urban)*

A part from the general conditions mentioned above, the guidelines detailed below have to be followed in respect of the STD PCOs scheme in Non-rural (Urban) areas.

1. Atleast one STD/PCO may be made available for about every 100 dwelling|Business Premises.

2. While selecting the location for allotment of PCO, the SSA Head will consult the local bodies like Municipality, Public Institutions etc. to allocate convenient places for the PCO Booths. The

important places given below should invariably be covered while selecting the location of PCO booths:

— Commercial Housing Societies.

— Resettlement Colonies.

— Government Colonies.

— Family Quarters of Defence Personnel.

— Students Hostel.

— Bus Stands.

— Tourist Centres.

— Airports.

— Pilgrim Centres.

— Railway Stations.

— Charitable Institutions.

— Hospitals.

— Educational Institutions, Public Libraries.

4. A minimum guaranteed revenue per PCO per month to the Department in the case of Non-rural (Urban) STD PCOs fixed as Rs. 1600/-.

5. The amount of security deposit will be Rs. 5,000/- or an amount equal to the average monthly revenue whichever is higher. The average monthly revenue will be calculated on the basis of previous six months revenue.

6. Fortnightly billing cycle will be followed for recovery of STD PCO charges. If the charges are heavy, weekly billing may be resorted to by local telecom authority.

(Sd/-)

(K. V. KRISHNAMURTHY)
Asstt. Dir. General (PHB)

Criteria for sanction/installation of local PCOs.

Local PCOs are provided keeping in view the suitability and technical feasibility with preference to physically handicapped. While checking up the suitability the following points are taken into account:

(1) Accessibility to public;

(2) Anticipated need in the area;

(3) Existence of any other PCOs in the nearby vicinity and its financial viability and utility.

Departmental PCOs are provided to public places such as hospitals, railway stations airports etc.

Facilities to the subscribers by MTNL

1225. SHRI K. M. KHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether MTNL has provided some facilities for its subscribers during the last three years;

(b) if so, details of each facility, in chronicle order, year-wise;

(c) whether these facilities include provision of new telephone connections on maturing of turn in waiting list, in cases of out of turn allotment within same time bound period from issue of sanction orders;

(d) whether these facilities also include repair of faulty telephone connections within some time limit from the time and day of lodging of such complaints with the area concerned complaint service;

(e) if so, the details thereof and if not, the reasons therefor;

(f) whether Government propose to provide some more facilities to the subscribers in 1995; and

(g) if so, the details thereof and if not the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Sir, the details of new facilities provided to subscribers during last three years is as per Statement attached. (*See* below)